



National Aeronautics and Space  
Administration  
Goddard Space Flight Center

NO.	06-23
DATE	February 6, 2006
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# ANNOUNCEMENT

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## SUBJECT: Process Improvements for “Required” Training

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In an effort to better serve you, the Office of Human Capital Management (OHCM) has implemented a number of process improvements to enable supervisors and employees to manage training requirements more successfully. Below is a summary of these improvements that are being implemented:

1. So, you want to know where to find a list of all the required training for supervisors and employees.....
  - A complete listing of all Agency-wide, Center-wide and Government-wide required training for supervisors and employees is available. The required training chart includes the training requirement, target audience, due date/timeframe, delivery method, registration instructions, driver or catalyst, and the point-of-contact. This chart for supervisors and employees can be accessed on the GSFC- Office of Human Capital Management website at <http://ohr.gsfc.nasa.gov/MandatoryTraining/TrainingList.htm>. We'll be continuously reviewing and updating this chart as new information comes along.
2. Bet supervisors would like to know how they can access a listing of employees who have and have not completed their required training....
  - On or about February 6, Supervisors and Administrative Officers will receive an e-mail providing them with the web link to view lists of employees that have completed, not completed and not registered for required training by Directorate, with the exception of training hosted on SOLAR. The issue of accessing SOLAR training is more complicated, and is being researched and as soon as a resolution is reached, we will issue additional information to you. We are in the final stages of working with Code 700 on both of these.
3. We know supervisors would like to be able to reschedule their own training registration without having to reach a contact person.....
  - On or about March 1, Supervisors and Administrative Officers will be given access to Supervisory Web-Based Registration in order to modify course registrations within a specified period of time. They will receive a username and password that will allow them this timesaving functionality.
4. And then there are those lists.....
  - The OHCM wants to ensure that an up-to-date list of supervisors exists for the purpose of providing accurate data for completed and non-completed required training. We will maintain the official list of supervisors, so that all Center activities requiring this data can pull the information from a single source.

5. But how will the OHCM get the necessary information to keep this up to date?

- To create a one-stop experience for our employees and supervisors, the OHCM will serve as the point of contact and repository for information for all training activities at the Center. We will discuss required and other training activities that are on the horizon with Administrative Officers and Training Coordinators at the quarterly Administrative Officer's meetings. It is our goal to stay abreast of all required training activities planned or ad-hoc to ensure support is provided for their organization and so that we can keep our information up to date. We also ask offices to contact the Office of Human Capital Management when planning these training activities.

Of course, the OHCM will continue to inform supervisors and employees of non-required training opportunities through the OHCM website, Learning Center course catalog, SOLAR, web resources for reviewing upcoming training, and e-mails to Administrative Officers and Training Coordinators for dissemination throughout their organization.

6. What happens next?

- We have scheduled briefings beginning February 2 with Administrative Officers, first-line supervisors and senior managers, in order to get feedback on these proposed vehicles, and share information about this initiative. In the meantime, we continue to work with our partners in Code 700 on the upcoming phases of this plan.

7. How will the OHCM inform the Center of these process improvements?

- Beginning February 6, we will make sure that we get the word out to all through: 1) this Center-wide announcement to supervisors and employees ; 2) e-mail to all civil servants via the gsfc\_all listserv; 3) e-mail to supervisors via the supervisor listserv; 4) Dateline; and 5) an item on the Office of Human Capital Management webpage (Hot Topics). Additionally, we will include this information as part of the New Employee Orientation as well as the New Supervisor Orientation/Administrative Briefing.

We hope you find this advanced information helpful in anticipating the upcoming enhancements in our Training Management service, and we look forward to continuing to support your success in the future. Please do not hesitate to contact Victoria Person on X6-3668 if you have any questions or need more information.

***Original Signed By***

Lina A. Savkar

Director, Office of Human Capital Management

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GSFC 3-1 (05/94)